

PHA 5-Year and Annual Plan	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires 4/30/2011
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1.0	PHA Information PHA Name: <u>City and County of Honolulu</u> PHA Code: <u>HI003</u> PHA Type: <input type="checkbox"/> Small <input type="checkbox"/> High Performing <input checked="" type="checkbox"/> Standard <input checked="" type="checkbox"/> HCV (Section 8) PHA Fiscal Year Beginning: (MM/YYYY): <u>07/2010</u>				
2.0	Inventory (based on ACC units at time of FY beginning in 1.0 above) Number of PH units: _____ Number of HCV units: <u>4391</u>				
3.0	Submission Type <input checked="" type="checkbox"/> 5-Year and Annual Plan <input type="checkbox"/> Annual Plan Only <input type="checkbox"/> 5-Year Plan Only				
4.0	PHA Consortia <input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below.)				
	Participating PHAs	PHA Code	Program(s) Included in the Consortia	Programs Not in the Consortia	No. of Units in Each Program PH HCV
	PHA 1:				
	PHA 2:				
	PHA 3:				
5.0	5-Year Plan. Complete items 5.1 and 5.2 only at 5-Year Plan update.				
5.1	Mission. State the PHA's Mission for serving the needs of low-income, very low-income, and extremely low income families in the PHA's jurisdiction for the next five years: To promote adequate and affordable housing, economic opportunity and a suitable living environment free from discrimination.				
5.2	Goals and Objectives. Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low-income and very low-income, and extremely low-income families for the next five years. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan. (SEE ATTACHMENT)				
6.0	PHA Plan Update (SEE ATTACHMENT) (a) Identify all PHA Plan elements that have been revised by the PHA since its last Annual Plan submission: (b) Identify the specific location(s) where the public may obtain copies of the 5-Year and Annual PHA Plan. For a complete list of PHA Plan elements, see Section 6.0 of the instructions.				
7.0	Hope VI, Mixed Finance Modernization or Development, Demolition and/or Disposition, Conversion of Public Housing, Homeownership Programs, and Project-based Vouchers. Include statements related to these programs as applicable. (SEE ATTACHMENT)				
8.0	Capital Improvements. Please complete Parts 8.1 through 8.3, as applicable. (NOT APPLICABLE)				
8.1	Capital Fund Program Annual Statement/Performance and Evaluation Report. As part of the PHA 5-Year and Annual Plan, annually complete and submit the <i>Capital Fund Program Annual Statement/Performance and Evaluation Report</i> , form HUD-50075.1, for each current and open CFP grant and CFFP financing. (NOT APPLICABLE)				
8.2	Capital Fund Program Five-Year Action Plan. As part of the submission of the Annual Plan, PHAs must complete and submit the <i>Capital Fund Program Five-Year Action Plan</i> , form HUD-50075.2, and subsequent annual updates (on a rolling basis, e.g., drop current year, and add latest year for a five year period). Large capital items must be included in the Five-Year Action Plan. (NOT APPLICABLE)				
8.3	Capital Fund Financing Program (CFFP). (NOT APPLICABLE) <input type="checkbox"/> Check if the PHA proposes to use any portion of its Capital Fund Program (CFP)/Replacement Housing Factor (RHF) to repay debt incurred to finance capital improvements.				
9.0	Housing Needs. Based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data, make a reasonable effort to identify the housing needs of the low-income, very low-income, and extremely low-income families who reside in the jurisdiction served by the PHA, including elderly families, families with disabilities, and households of various races and ethnic groups, and other families who are on the public housing and Section 8 tenant-based assistance waiting lists. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. (SEE ATTACHMENT)				

9.1	Strategy for Addressing Housing Needs. Provide a brief description of the PHA's strategy for addressing the housing needs of families in the jurisdiction and on the waiting list in the upcoming year. Note: Small, Section 8 only, and High Performing PHAs complete only for Annual Plan submission with the 5-Year Plan. (SEE ATTACHMENT)
10.0	Additional Information. Describe the following, as well as any additional information HUD has requested. (SEE ATTACHMENT) (a) Progress in Meeting Mission and Goals. Provide a brief statement of the PHA's progress in meeting the mission and goals described in the 5-Year Plan. (b) Significant Amendment and Substantial Deviation/Modification. Provide the PHA's definition of "significant amendment" and "substantial deviation/modification"
11.0	Required Submission for HUD Field Office Review. In addition to the PHA Plan template (HUD-50075), PHAs must submit the following documents. Items (a) through (g) may be submitted with signature by mail or electronically with scanned signatures, but electronic submission is encouraged. Items (h) through (i) must be attached electronically with the PHA Plan. Note: Faxed copies of these documents will not be accepted by the Field Office. (a) Form HUD-50077, <i>PHA Certifications of Compliance with the PHA Plans and Related Regulations</i> (which includes all certifications relating to Civil Rights) (b) Form HUD-50070, <i>Certification for a Drug-Free Workplace</i> (PHAs receiving CFP grants only) (c) Form HUD-50071, <i>Certification of Payments to Influence Federal Transactions</i> (PHAs receiving CFP grants only) (d) Form SF-LLL, <i>Disclosure of Lobbying Activities</i> (PHAs receiving CFP grants only) (e) Form SF-LLL-A, <i>Disclosure of Lobbying Activities Continuation Sheet</i> (PHAs receiving CFP grants only) (f) Resident Advisory Board (RAB) comments. Comments received from the RAB must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the recommendations and the decisions made on these recommendations. (g) Challenged Elements (h) Form HUD-50075.1, <i>Capital Fund Program Annual Statement/Performance and Evaluation Report</i> (PHAs receiving CFP grants only) (i) Form HUD-50075.2, <i>Capital Fund Program Five-Year Action Plan</i> (PHAs receiving CFP grants only)

PHA 5-Year and Annual Plan

5.2 Goals and Objectives

- 1) Goals and Objectives that will enable the PHA to serve the needs of low-income and very low-income, and extremely low-income families for the next five years

Goal: Expand the supply of assisted housing

Objectives: Apply for additional rental vouchers

Goal: Improve the quality of assisted housing

Objectives: Improve voucher management (SEMAP score: 97% for 2009 -

Obtain/Maintain "high performer" rating)

Increase customer satisfaction: (Conduct annual customer surveys of tenants and landlords; establish landlord council; continue Landlord Specialist services to outreach and assist hard-to-house and other tenants; provide rentals/home education via workshops and handouts)

Concentrate on efforts to improve specific management functions:

(Continue to improve on automation, streamlining and monitoring in the areas of landlord payments/leasing/HQS inspections; accelerate fraud collections; provide staff with ongoing training opportunities.)

Goal: Increase assisted housing choices:

Objectives: Provide voucher mobility counseling (at each new voucher issuance briefing, at all annual re-exam interviews, on request)

Conduct outreach efforts to potential voucher landlords (conduct annual landlord workshop in coordination with Federal/State/local agencies; utilize Landlord Specialist in outreaching to and providing services to current and potential Section 8 landlords; open invitation to property management companies/community groups to provide Section 8 informational sessions.)

Increase voucher payment standards (when leasing and success rates decrease/market rents exceed existing payment standards/funding allocation can support the increase)

Implement voucher homeownership program: (HOP has been implemented; continue to provide staffing and supportive services, develop community partnerships to encourage and help families meet homeownership goals.)

Permit use of other Special Housing Types such as single room occupancy (SRO) housing; congregate housing; groups homes; and shared housing;

Implement the Project Based Voucher Program (based on availability of funding)

Goal: Promote self-sufficiency and asset development of assisted households

Objectives: Increase the number and percentage of employed persons in assisted

families (Maintain the FSS Program at required level or higher per funding/staffing availability; FSS Program benefits included in all new family/annual re-exam meetings and interviews; publicize job fairs and other special employment opportunities to Section 8 families.);

Provide or attract supportive services to improve assistance recipients' employability: (Enlist support of the Program Coordinating Committee; continue staff outreach to resource agencies; conduct/coordinate time management and other job readiness/life skills workshops.);

Provide or attract supportive services to increase independence for the elderly or families with disabilities: (Enlist active support of advocate agencies for the elderly or families with disabilities; utilize existing support from agencies active in supporting voucher families under the Mainstream Program; utilize existing elderly services within the department.);

Create and maintain asset-building initiatives through community collaborations with IDA, Home Start, Home Start Plus, OHA Programs, AUW, other Housing Agencies);

Provide homeownership program preference to families based on financial readiness;

Apply for renewal FSS funding.

Provide post-homeownership foreclosure counseling and/or referrals for further assistance to prevent foreclosure.

Goal: Ensure equal opportunity and affirmatively further fair housing

Objectives: Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion, national origin, sex, familial status, and disability: (Increase visibility of affirmative action information within the Section 8 office; schedule annual staff training related to affirmative action; participate in fair housing seminars);

Undertake affirmative measures to provide a suitable living environment for families living in assisted housing, regardless of race, color, religion, national origin, sex, familial status, and disability: (Provide information on housing availability within the entire PHA jurisdiction; provide fair housing information at annual Section 8 Landlord workshop(s); Form HUD-903.1 (Are you a Victim of Housing Discrimination? And Housing Information Form) enclosed in all Family Information Packets);

Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required;

Continue to provide language interpreter, signing, translation services to assisted households. Utilize department's LEP Plan to provide access to program services;

Continue to affirmatively further fair housing initiatives under the Family Self-Sufficiency Program, including those stated in the Addendum to HUD and provide alternative options for discrimination complaints and information;

Affirmatively further fair housing initiatives under the Family Unification

Program, including those stated in the Addendum to HUD.

Goal: Promote the Violence Against Women's Act (VAWA) that will enable the PHA to serve the needs of assisted household members who are child and adult victims of domestic violence, dating violence, sexual assault or stalking.

Objectives: Increase awareness of VAWA to all Section 8 families and landlords by notification of the new law;

Conduct activities, services, or programs that will: help victims obtain or maintain housing; enhance victim safety and prevention; and any other related activities, services, and program either directly or through referral or notification of community services.

2) Progress in Meeting Mission and Goals:

See Attachment 10.0 (a) Progress in Meeting Mission and Goals.

PHA 5-Year and Annual Plan

6.0 PHA Plan Update

6.0 (a) PHA Plan elements that have been revised by the PHA since the last Annual Plan submission:

5-Year Plan:

- 1) PHA Goal: Expand the supply of assisted housing
Revisions include deleting a) Implement the Family Unification Program which was implemented during the 2005-2009 PHA Plan Year and b) Implement the Project Based Voucher Program that is already included under the Goal to increase assisted housing choices.

PHA Plan Elements:

- 1) Financial Resources: Estimated resources updated. Following are the sources of financial resources for the PHA Plan Year: Annual Contributions for Section 8 Tenant-Based Assistance, FSS Coordinator Fees, and Family Unification Program:

Financial Resources

<u>Sources</u>	<u>Planned \$</u>
<u>Annual Contributions for Section 8 Tenant-Based Assistance</u>	<u>\$47,144,065</u>
<u>Family Self Sufficiency Coordinator Fees</u>	<u>\$185,986</u>
<u>Family Unification Program</u>	<u>0**</u>
<u>Total Resources</u>	<u>\$47,330,051</u>

**CY2010 included in Section 8 Tenant-Based Assistance funding.

- 2) Rent Determination: The PHA's payment standard was revised to: At or above 90% but below 100% of FMR for all bedroom sizes.
- 3) Operation and Management: Only estimated statistics updated as follows:

HUD Programs Under PHA Management

<u>Program Name</u>	<u>Families Served at Yr Beginning</u>	<u>Expected Turnover</u>
<u>Section 8 Vouchers</u>	<u>3700</u>	<u>200</u>
<u>Section 8 Mod Rehab</u>	<u>39</u>	<u>4</u>
<u>Mainstream Vouchers</u>	<u>175</u>	<u>15</u>
<u>Family Unification Program</u>	<u>25</u>	<u>1</u>

- 4) Violence Against Women Act (VAWA): Entire section deleted from 6.0 as there are no revisions this year.

6.0 (b) Specific locations where the public may obtain copies of the 5-Year and Annual PHA Plan:

- 1) Main administrative office of the PHA
- 2) PHA local offices
- 3) PHA website
- 4) Municipal Reference and Records Center

PHA 5-Year and Annual Plan

7.0 Homeownership and Project-based Vouchers

1) Homeownership

The PHA administers a Section 8 Homeownership Program pursuant to Section 8(y) of the U.S.H.A. of 1937, as implemented by 24 CFR part 983. The PHA limits the number of families participating in the Section 8 Homeownership Option Program to 26-50 participants. The PHA will not have eligibility criteria for participation in its Section 8 Homeownership Option Program in addition to HUD criteria. There are currently 9 HOP families receiving Section subsidy.

2) Project-based Vouchers

The PHA plans to implement a Project-based Voucher (PBV) Program to help meet its goal of increasing assisted housing choices, provided funding and vouchers are available to support this new program. The PHA is also revising its PBV Administrative Plan to be in compliance with HUD PBV regulations prior to implementation of the program. The projected number and locations within the jurisdiction is still to be determined pending availability of funding and interest from developers and landlords.

PHA 5-Year and Annual Plan

9.0 Housing Needs

Housing Needs of Families in the Jurisdiction by Family Type

Rating the impact of the factors listed below on the housing needs for each family type.

1 = no impact to 5 = severe impact

Family Type	Overall	Affordability	Supply	Quality	Accessibility	Size	Location
Income ≤ 30% of AMI	23,945	5	5	2	2	3	4
Income > 30% but ≤ 50% of AMI	20,238	5	5	2	2	3	4
Income > 50% but ≤ 80% of AMI	28,104	5	5	2	2	3	3
Elderly	24,170	5	4	2	2	3	4
Families with Disabilities	8,182	5	5	2	4	3	4
Hispanic	5,061	5	5	2	2	2	3
White, non Hispanic	16,371	5	5	2	2	2	3
Black, non-Hispanic	1,611	5	5	2	2	2	3
Other Households	49,245	5	5	2	2	2	3

Overall; Family Type information is from the Consolidated Plan of the Jurisdiction (2010-2015)

Housing Needs of Families on the Section 8 tenant-based Waiting List

	# of families	% of total families
Waiting list total	4561	
Extremely low income ≤ 30% AMI	4196	92%
Very low income (> 30% but ≤ 50% AMI)	274	6%
Low income (> 50% but < 80% of AMI)	6	0%
Families with children	2509	55%
Elderly families	593	13%
Families with Disabilities	1460	32%
White	775	17%
Black	137	3%
American Indian/Alaska Native	46	1%
Asian	1049	23%
Native Hawaiian/Other Pacific Islander	1414	31%
Other	1140	25%

9.1 Strategy for Addressing Housing Needs

Strategies:

1. Maximize or increase Section 8 lease-up rates by establishing payment standards that will enable families to rent throughout the jurisdiction (within funding limits).
2. Undertake measures to ensure access to affordable housing among families assisted by the PHA, regardless of unit size required.
3. Maintain or increase Section 8 lease-up rates by marketing the programs to owners, particularly those outside of areas of minority and poverty concentration.
4. Maintain or increase Section 8 lease-up rates by effectively screening Section 8 applicants to increase owner acceptance of program.
5. Participate in the Consolidated Plan development process to ensure coordination with broader community strategies.
6. Apply for additional Section 8 units should they become available.

7. Apply for special-purpose vouchers targeted to the elderly or to families with disabilities, should they become available.
8. Continue to monitor new affordable elderly rental projects and maintain/establish close contact with project management to obtain eligibility/application/leasing information for early dissemination to elderly Section 8 families.
9. Affirmatively market to local non-profit agencies that assist families with disabilities.
10. Preference for persons with disabilities who have been receiving government-funded rental subsidy and supportive services for at least a year, are deemed to be in a stable condition, and are living in Section 8 eligible rental units.
11. Counsel Section 8 tenants as to location of units outside of areas of poverty or minority concentration and assist them to locate those units.
12. Market the Section 8 program to owners outside of areas of poverty/minority concentrations.
13. Schedule annual fair housing informational meeting for staff; include fair housing speaker/information at annual landlord workshop, participate in HUD/Legal Aid Society of Hawaii or other Fair Housing workshops arranged for housing staff, tenants, and/or landlords.

Reasons for Selecting Strategies:

- 1) Funding constraints
- 2) Staffing constraints
- 3) Extent to which particular housing needs are met by other organizations in the community
- 4) Evidence of housing needs as demonstrated in the Consolidated Plan and other information available to the PHA
- 5) Influence of the housing market on PHA programs
- 6) Community priorities regarding housing assistance
- 7) Results of consultations with local or state government
- 8) Results of consultations with residents and the Resident Advisory Board
- 9) Results of consultation with landlord participants or groups
- 10) Results of consultation with advocacy groups

PHA 5-Year and Annual Plan

10.0 (a) Progress in Meeting Mission and Goals

Goal: Expand the supply of assisted housing

- Apply for additional rental vouchers (250 vouchers 2005-2009) (Implement the Family Unification Program—100 vouchers and Implement the Project-Based Voucher Program, based on availability of funding)

Applied for: HUD FY2009 FSS Program Coordinator renewal funding for three (3) positions - Awarded funding for (3) positions- two renewal and one new funding award.

Applied for 100 vouchers under the Family Unification Program during FY 2008 – Grant approved for 100 vouchers; initial funding of \$1,085,328 and program implemented.

Applied in FY2009 and approved for one (1) DHAPtoHCV Program voucher. Potential voucher recipient cancelled intake interview so voucher/funding returned to HUD.

Highlights 2005-2009: Applied and received approval for 101 vouchers (100 vouchers for the Family Unification Program (FUP); program began implementation 2009. The 100 FUP vouchers are the first new “competitive” vouchers awarded to the City since 2001 (75 Mainstream Vouchers for Persons with Disabilities awarded.) Also applied for and awarded 1 voucher for the DHAPtoHCV Program-potential recipient cancelled intake interview so voucher/funding returned to HUD.

Goal: Improved the quality of assisted housing

- Improve voucher management:
Obtained "High performer" rating for the SEMAP certification for the fiscal year ending June 30, 2009.

- Increase customer satisfaction:
An annual landlord workshop will be conducted on May 18, 2010 (this fiscal year); a tenant customer survey was not conducted due to other workload priorities. The format of the Landlord Workshop will include a HUD speaker, Fair Housing Issues, Landlord/Tenant Law speaker, Overview of the Section 8 Program, HAP/HQS information for landlords, “benefits of being a Section 8 landlords” and HQS videos. The Landlord Specialist continued to focus on landlord outreach including conducting group workshops to property management firms upon request, and assisting hard-to-house families with their rental search while the FSS staff continued to connect families to community resources for both FSS/HOP and Section 8 families in general. Section 8 management and the Landlord Specialist were also invited to speak at the annual Oahu Chapter of the National Association of Residential Property Managers (NARPM) about the

Section 8 Program. The Operations Supervisor was invited to the following meetings to provide information about the Section 8 Program to agencies serving active and potential Section 8 participants: Pacific Gateway meeting for families from the Federated States of Micronesia and “Better Start” meeting for agencies serving foster children aging out of the foster care system and their client foster children.

- Concentrate on efforts to improve specific management functions:
Landlord payments: Payment processing has improved since the implementation of the City’s new financial software in 2007 and interfacing of the Section 8 software payments data. Fiscal deadlines have been extended by about 10 calendar days that has decreased the number of retroactive payments.
Management and accounting staff continue to closely monitor HAP and administrative fee expenses and NRA to ensure that HAP and Admin Fee funding are being utilized within budgetary limits. HUD’s “HCV Leasing and Spending Projection” spreadsheets is being used to help in the HA’s monitoring. The Section 8 Coordinators throughout the State of Hawaii also held two meetings to discuss common concerns and exchange information about each other’s programs and solutions to various problems. HUD’s Field Office staff also attended the meetings and provided the PHAs with the latest HUD updates on funding, program changes and a Fair Housing orientation.

The PHA continued to place emphasis on monitoring and following up on landlord and tenant fraud collections.

Provide staff with ongoing training opportunities: Due to administrative fee constraints, the PHA limited its participation in monthly “Housing Help”-aka “Lunch’n Learn” teleconference training this fiscal year. One session that the PHA signed up for was the session on EIV Updates that included recent changes to the Rent Refinement Final Rule and the EIV Debts & Terminations Module. The PHA will continue to monitor “Housing Help” sessions and resume participation where needed as these sessions provide a wide variety of Section 8 Occupancy & Management topics including HCV sessions on: Homeownership; Managing Portability; Reasonable Accommodation; EIV; Assets & Asset Income; How to Handle Hearings; The HAP Contract, the Lease, the RFTA; Managing the FSS Program, and Effective Interviewing & Fraud Prevention. During this fiscal year, the Section 8 accountant and Program Administrator attended Section 8 HCV Financial Management training that included accountants and program managers from all of the Hawaii State Section 8 Programs as well as from the Northern Marianas, providing an opportunity for both training and sharing/discussion on common concerns. The inspection staff and Operations Supervisor also attended Lead-based Paint training. Finally, selected staff will also be attending the Section 8 software vendor’s annual conference—an opportunity to increase their knowledge of the software program, receive in-person training and updates on how to maximize use of the program, and network with other Section 8 users.

Highlights 2005-2009: The City Section 8 Program ended this 5-Year period with a “high performer” rating. During this period, the entire payments processing procedures was changed from a primarily manual process to an electronic process with the payments data from the Section 8 software program being interfaced with the City’s new financial software system. With the change-over to a more electronic process, deadlines were changed to later in the month that resulted in less retroactive changes being processed. Due to constant changes to HUD funding formulas, Section 8 management and accounting staff also increased monitoring of program HAP and administrative expenses as well as unit months leased and utilized new monitoring methods. Also due to funding fluctuations, during this period, the program experienced periods of both accelerated processing of applications, issuance of vouchers and leasing when funding drastically increased and a halt to all such processing when annual funding drastically decreased; all the while, the waiting listing remains closed since May 2005. Despite funding constraints, the PHA has made every effort to provide on-going training to the staff to improve knowledge of the Section 8 program, improve services to landlords and tenants and management of the program.

Goal: Increase assisted housing choices

- Provide voucher mobility counseling: Ongoing
- Conduct outreach efforts to potential voucher landlords: HUD, State, and City and County of Honolulu Section 8 Offices are collaborating to conduct a Landlord workshop on May 18, 2010. The PHA was also invited to speak at the annual meeting of the Oahu Chapter, National Association of Residential Property Managers (NARPM) that also provided an opportunity to network with active and potential landlords.
- Increase voucher payment standards: Due to HAP funding constraints, the Payment Standard did not change effective October 1, 2009. However, the Utility Allowance Schedules were adjusted effective January 1, 2010 as required due to rate increases.
- Implement voucher homeownership program. Section 8 Homeownership Option Program (HOP) was implemented in 2004 and during CY2009, three families achieved their dreams of homeownership. A total of twenty-three (23) families have become homeowners since 2004 (of the 23, 9 are receiving HOP subsidy). The City’s Loan Branch continues to fully support the Section 8 HOP with Down Payment loans of up to \$40,000 (an increase of \$5,000 since 2008). The City Section 8 FSS/HOP Program and City Rehab Loan Program are key partners in hosting the annual Community Homebuyer Fair on Oahu where hundreds of families learn about homeownership opportunities. One of the new homeowners for 2009 was the first family purchasing a Department of Hawaiian Home Lands home. In addition to the DHHL and City’s Down Payment loan assistance, this purchase also included financial and other support from a variety of homebuyer support programs such as NAHASDA, USDA, Alu Like IDA Program, Federal Home Loan Bank/Hi National Bank’s Home Start +, Section 8’s FSS Escrow, and Hawaii Community Foundation.

- Permit use of other Special Housing Types: There has been limited use of these Special Housing Types; however, with the implementation of the Family Unification Program, it is a good beginning rental option as many are first-time renters. When the rental market tightens up again and rents increase as it does every several years, availability of these Special Housing Types will provide greater opportunities for leasing before the family's voucher expires.
- Implement the Project-Based Voucher Program: PBV Program has not been implemented due to lack of available funding and need to update the PBV Administrative Rules

Highlights 2005-2009: Continued efforts to provide outreach to landlords with an annual Landlord Workshop presented by the City and State Section 8 offices and accepted all speaking invitations to increase awareness about the Section 8 program; increased the payment standard whenever funding and market conditions warranted such increase; revised the Administrative Plan to allow for Special Housing Types; forged partnerships to increase the number of families purchasing homes under the Homeownership Option Program.

Goal: Promote self-sufficiency and asset development of assisted households

- Increase number and percentage of employed persons in assisted families:
 - Continue case management of FSS participants – 160 Section 8 families are now participating in the FSS Program.
 - 88 continued to maintain employment in part and full-time jobs;
 - 20 graduated from the FSS program, 4 have secured new jobs;
 - 20 graduates received escrow savings totaling \$208,356.00;
 - 30 families reduced and/or no longer received cash welfare assistance; 140 families accrued escrow savings and 19 families started savings accounts;
 - 9 Graduates became subsidy free from cash welfare, rent subsidies, and other types of governmental assistance.
 - Invited over 1,550 families to FSS Handbook Informational Sessions and will continue to invite Section 8 families on a monthly basis and from the date based on their annual or interim re-examinations and the FSS Wait List;
- Provide or attract supportive services to improve assistance recipients' employability:
 - In Financial Literacy and Budget Management workshops for both FSS and HOP participants and Section 8 families that need emergency budgeting assistance;
 - Continue outreach services and resources by FSS staff to obtain Certification of Support from community resource agencies
 - FSS case managers continued to provide assistance to voucher holders in preparing a Personal Portfolio to help in their housing search and approach to landlords (22 families).
 - FSS staff again provided referrals for annual "Ready to Learn" program that provides school supplies to low-income children. We expect to serve over 225 children whose parents are in the FSS program;
 - FSS staff also referred FSS families to the Lens Crafters program that provided

- 5 families with free eye exams and glasses to low income individuals and their children.
- FSS staff sent out LIHEAP Utility Assistance flyers to FSS and HOP families and also distributed to Section 8 offices in Honolulu and Kapolei.
- Provide or attract supportive services for elderly and families with disability
 - Obtained Agreements with agencies who serve the disabled through the PCC and Mainstream Program for Persons with Disabilities
 - Scheduled special needs and limited English speaking FSS informational Meetings with interpreters (8 meetings) with one achieving training and her goal to become an interpreter for the Justice System;
 - Provided additional reasonable accommodation for services as needed.
- Other: Actively participated in asset building initiatives such as the IDA funding, financial literacy education and outreach, and homeownership collaboratives, EITC Tax Preparation & Information Program. FSS staff has assisted in conducting IDA informational session and actively participated with the planning and promoting of the annual EITC events/free tax preparation sites. FSS participants have over \$347,885 in escrow savings and approximately \$208,356.00 was awarded this past fiscal year. Section 8 staff also attended LEP training in October 2009.

Highlights 2005-2009: The PHA has met or exceeded the SEMAP requirement for FSS enrollment during this period. FSS staff continued to provide or attract supportive services for Financial Literacy and Budget Management classes and Time Management classes. At the end of this period to date, approximately \$900,000 in escrow savings have been paid and 105 participants have graduated from the program. In addition, there has been a total of 23 Section 8 families who achieved their goal of homeownership; only 9 (primarily persons with disabilities) who continue to receive Section 8 subsidies for homeownership expenses.

PHA Goal: Ensure equal opportunity and affirmatively further fair housing

- Undertake affirmative measures to ensure access for assisted housing regardless of race, color, religion, national origin, sex, familial status, and disability:
 - Locally produced "Housing discrimination is against the law!" posters sponsored by the City and County of Honolulu and Legal Aid Society prominently displayed throughout the Section 8 office
 - HUD's "It's Not an Option – It's Fair Housing" posters also displayed at all Section 8 offices.
 - Staff will be attending Fair Housing workshops in May 2010, conducted by the City Fair Housing Officer at the annual landlord workshop.
 - HUD's Honolulu Field Office Fair Housing Program video has been ordered to provide staff with additional information about the Fair Housing Act.
 - City's Fair Housing Officer has been utilized as a resource to staff for all Fair Housing issues.
 - Section 8 staff has provide on-site (at tenant's home) eligibility services as a reasonable accommodation.

- Undertake affirmative measures to provide suitable living environment for all regardless of unit size required
 - Ongoing at briefings by providing information on housing availability within the entire PHA jurisdiction and providing information on how to take action on discrimination
- Other: Provided language interpreter and signing services to assisted households. Section 8 staff attended Limited English Proficiency (LEP) training in October 2009. The City's LEP Plan which included Section 8 Program applicants and assisted households: Offered alternative options (in addition to the City's Fair Housing Officer) to families for discrimination complaints or information such as: HUD's Civil Rights Analyst, Legal Aid Society of Hawaii, Hawaii Civil Rights Commission, Disability & Communication Access Board, Hawaii Disability Rights Center, and Hawaii Centers for Independent Living.

Assisted families with visual impairments with resources to help address their visual barrier with ZOOMTEXT and related computer programs; staff also aid with national workshops by facilitating and training other FSS coordinators across the nation with Family Self-Sufficiency Initiatives, compilation of HUD reports with their Logic Model, etc. to over 100 FSS coordinators.

FSS-HOP staff also aided FSS participant of Hawaiian descent with their purchase of a 4-bedroom home Kanehili Homes on Hawaiian Homelands property; and are helping six other families with their goal to purchase their own home on Hawaiian Homelands.

Highlights 2005-2009: Provided staff with at least annual fair housing training; Fair Housing speaker invited to annual Landlord Workshop; Fair Housing posted prominently displayed in all Section 8 offices; City's Fair Housing Officer available as a resource to staff for all Fair Housing issues; Fair Housing and Housing Discrimination information included in Section 8 Family Information packets.

PHA Goal: Promote the Violence Against Women's Act that will enable the PHA to serve the needs of assisted household members who are child and adult victims of domestic violence, dating violence, sexual assault or stalking.

- Increase awareness of VAWA to all Section 8 families and landlords by notification of the new law.
 - Notices were sent to all landlords to inform them about VAWA.
 - Handouts will be provided about VAWA to landlords at the annual Landlord workshop.
 - Section 8 will have posters and resource information available at their offices.
- Conduct activities, services, programs that will: help victims obtain or maintain housing; enhance victim safety and prevention; and other related activities, services, and programs either directly or through referral or notification of community resources.
 - The Agency has taken action to ensure that victims under VAWA have had their Section 8 assistance continued.

- The Agency has partnered with the State Section 8 Program in organizing meetings with the Legal Aid Society of Hawaii and the Domestic Violence Clearinghouse to discuss VAWA and each agency's role in assisting victims covered by the Act.
- The Agency's staff including our Family Support Section and Landlord Specialist is available to assist in seeking out appropriate resources and provide referrals to resource agencies.
- The City, through its CDBG Program to provide funding for the Domestic Violence Action Center to support victims of domestic violence.

Highlights 2005-2009: VAWA implemented with Section 8 providing information to all landlords and tenants and at the annual landlord workshops and coordinated with the State Section 8 program to meet with the Legal Aid Society of Hawaii and the Domestic Violence Clearinghouse to discuss VAWA and each agency's role in assisting victims covered by the Act; Section 8 staff are available to assist families in seeking out appropriate resources and provide referrals to resource agencies; the PHA, through its CDBG Program to provide funding to support victims of domestic violence.

10.0 (b) Significant Amendment and Substantial Deviation/Modification

DEFINITION OF "SUBSTANTIAL DEVIATION" AND "SIGNIFICANT AMENDMENT OR MODIFICATION"

The City and County of Honolulu has, in conjunction with the Resident Advisory Board, developed the following definitions as required by 24 CFR 903.7(r)(2).

"Substantial deviation" from the Agency's Five Year Plan will include:

- Any change to the Agency's Mission Statement
- Any changes to a goal or objective that is included in the Agency's Five Year Plan that would have an effect on Section 8 participants.

"Significant Amendment or Modification" to the Agency's Five Year or Annual Plan is defined as follows:

- Changes to eligibility, selection, and admissions policies;
- Additions of significant modifications to strategies and policies;
- Changes to the current Grievance or Informal Hearing Procedures;
- Changes to the current Community Services Program (Family Self Sufficiency Program).

PHA 5-Year and Annual Plan

11.0 (f) Resident Advisory Board (RAB) Comments and Narrative

Comments:

- 1) Agree with the Plan and found nothing against it. Looks like Section 8 looked at what was best for the families. Also looked at what was within their funding budget and what could be done.
- 2) Nothing to suggest to make it better.
- 3) Has had experience where staff was not as positive and helpful as they could be and may be due to their workload.
- 4) Participation in FSS has generally been working but sometimes harder. Has gone through a “bumpy road” and felt somewhat neglected at times.
- 5) Inspectors have been very nice,
- 6) Has had nothing but positive interaction with the various Section 8 staff.
- 7) A+ rating for FSS/HOP. Really appreciate how they carried her through to HOP.
- 8) Program needs more money to help improve the program.
- 9) Suggest making comment on how timeshares affect the rental market; limiting/regulating timeshares to some degree as it drives the rental market.
- 10) Has been discouraged with his FSS participation.
- 11) Suggest each area of the Section 8 Program (e.g. rental assistance, FSS...) develop its own Mission & Vision Statements (should be from within, not without) and also re-evaluate the Mission and Vision statements each year.
- 12) Put application online.
- 13) Eliminate time period between giving landlord paperwork and waiting for inspection to be conducted.
- 14) Inspectors – some are very professional and some are not.
- 15) On the inspection notice – add who to contact (e.g. Inspection clerk name/ph #) in case tenant needs to re-schedule inspection appointment at the last minute.
- 16) Recommend an “Aloha Touch” type of customer service training for staff especially under very stressful situations.
- 17) Discussed need for federal agencies rules being more consistent with each other (e.g. asset limits different for welfare and Section 8).
- 18) Agree with most of the Plan.
- 19) Families have to make it easier for the program staff by obeying the rules.
- 20) Landlords have to “obey” the tenant’s request. Section 8 is very good for the tenants as they keep the place (rental unit) safe and tell the landlord what needs to be done. Also they help to talk to the landlord.
- 21) Overall, gives Section 8 #1 for customer service. The inspectors are very respectable—put on slippers when they enter the house. The office staff (from clerks to examiners) is very good and polite. Has never felt discriminated against or looked down upon by anyone. Always feels comfortable with staff so can ask questions if does not understand.

Narrative – Analysis of the recommendations and decisions made on these recommendations:

A review and analysis of the above RAB comments indicated that no changes to the PHA Plan are required.

Since there was very little change to the 5-Year Plan from the previous 5-Year Plan, RAB Board comments also did not offer many changes to the Plan. Also, several of their suggestions were already included under the PHA's Goals and Objectives.

For example, the suggestion to put applications online is already being considered as part of management's goal to improve voucher management. Another suggestion to streamline inspection processing would also fall under the PHA's goal of improving voucher management functions.

Certain suggestions were beyond the scope of the PHA's functions (e.g. recommending that federal agencies rules being more consistent); however, will be shared as appropriate opportunities arise.

Therefore, while the recommendations were considered and will be acted after cost and staffing constraints are considered, no changes to the PHA Plan will be necessary.

**PHA Certifications of Compliance
with PHA Plans and Related
Regulations**

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
Expires 4/30/2011

**PHA Certifications of Compliance with the PHA Plans and Related Regulations:
Board Resolution to Accompany the PHA 5-Year and Annual PHA Plan**

Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official if there is no Board of Commissioners, I approve the submission of the X 5-Year and/or X Annual PHA Plan for the PHA fiscal year beginning 7/1/10, hereinafter referred to as "the Plan", of which this document is a part and make the following certifications and agreements with the Department of Housing and Urban Development (HUD) in connection with the submission of the Plan and implementation thereof:

1. The Plan is consistent with the applicable comprehensive housing affordability strategy (or any plan incorporating such strategy) for the jurisdiction in which the PHA is located.
2. The Plan contains a certification by the appropriate State or local officials that the Plan is consistent with the applicable Consolidated Plan, which includes a certification that requires the preparation of an Analysis of Impediments to Fair Housing Choice, for the PHA's jurisdiction and a description of the manner in which the PHA Plan is consistent with the applicable Consolidated Plan.
3. The PHA certifies that there has been no change, significant or otherwise, to the Capital Fund Program (and Capital Fund Program/Replacement Housing Factor) Annual Statement(s), since submission of its last approved Annual Plan. The Capital Fund Program Annual Statement/Annual Statement/Performance and Evaluation Report must be submitted annually even if there is no change.
4. The PHA has established a Resident Advisory Board or Boards, the membership of which represents the residents assisted by the PHA, consulted with this Board or Boards in developing the Plan, and considered the recommendations of the Board or Boards (24 CFR 903.13). The PHA has included in the Plan submission a copy of the recommendations made by the Resident Advisory Board or Boards and a description of the manner in which the Plan addresses these recommendations.
5. The PHA made the proposed Plan and all information relevant to the public hearing available for public inspection at least 45 days before the hearing, published a notice that a hearing would be held and conducted a hearing to discuss the Plan and invited public comment.
6. The PHA certifies that it will carry out the Plan in conformity with Title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990.
7. The PHA will affirmatively further fair housing by examining their programs or proposed programs, identify any impediments to fair housing choice within those programs, address those impediments in a reasonable fashion in view of the resources available and work with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement and maintain records reflecting these analyses and actions.
8. For PHA Plan that includes a policy for site based waiting lists:
 - The PHA regularly submits required data to HUD's 50058 PIC/IMS Module in an accurate, complete and timely manner (as specified in PIH Notice 2006-24);
 - The system of site-based waiting lists provides for full disclosure to each applicant in the selection of the development in which to reside, including basic information about available sites; and an estimate of the period of time the applicant would likely have to wait to be admitted to units of different sizes and types at each site;
 - Adoption of site-based waiting list would not violate any court order or settlement agreement or be inconsistent with a pending complaint brought by HUD;
 - The PHA shall take reasonable measures to assure that such waiting list is consistent with affirmatively furthering fair housing;
 - The PHA provides for review of its site-based waiting list policy to determine if it is consistent with civil rights laws and certifications, as specified in 24 CFR part 903.7(c)(1).
9. The PHA will comply with the prohibitions against discrimination on the basis of age pursuant to the Age Discrimination Act of 1975.
10. The PHA will comply with the Architectural Barriers Act of 1968 and 24 CFR Part 41, Policies and Procedures for the Enforcement of Standards and Requirements for Accessibility by the Physically Handicapped.
11. The PHA will comply with the requirements of section 3 of the Housing and Urban Development Act of 1968, Employment Opportunities for Low-or Very-Low Income Persons, and with its implementing regulation at 24 CFR Part 135.

12. The PHA will comply with acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 and implementing regulations at 49 CFR Part 24 as applicable.
13. The PHA will take appropriate affirmative action to award contracts to minority and women's business enterprises under 24 CFR 5.105(a).
14. The PHA will provide the responsible entity or HUD any documentation that the responsible entity or HUD needs to carry out its review under the National Environmental Policy Act and other related authorities in accordance with 24 CFR Part 58 or Part 50, respectively.
15. With respect to public housing the PHA will comply with Davis-Bacon or HUD determined wage rate requirements under Section 12 of the United States Housing Act of 1937 and the Contract Work Hours and Safety Standards Act.
16. The PHA will keep records in accordance with 24 CFR 85.20 and facilitate an effective audit to determine compliance with program requirements.
17. The PHA will comply with the Lead-Based Paint Poisoning Prevention Act, the Residential Lead-Based Paint Hazard Reduction Act of 1992, and 24 CFR Part 35.
18. The PHA will comply with the policies, guidelines, and requirements of OMB Circular No. A-87 (Cost Principles for State, Local and Indian Tribal Governments), 2 CFR Part 225, and 24 CFR Part 85 (Administrative Requirements for Grants and Cooperative Agreements to State, Local and Federally Recognized Indian Tribal Governments).
19. The PHA will undertake only activities and programs covered by the Plan in a manner consistent with its Plan and will utilize covered grant funds only for activities that are approvable under the regulations and included in its Plan.
20. All attachments to the Plan have been and will continue to be available at all times and all locations that the PHA Plan is available for public inspection. All required supporting documents have been made available for public inspection along with the Plan and additional requirements at the primary business office of the PHA and at all other times and locations identified by the PHA in its PHA Plan and will continue to be made available at least at the primary business office of the PHA.
21. The PHA provides assurance as part of this certification that:
 - (i) The Resident Advisory Board had an opportunity to review and comment on the changes to the policies and programs before implementation by the PHA;
 - (ii) The changes were duly approved by the PHA Board of Directors (or similar governing body); and
 - (iii) The revised policies and programs are available for review and inspection, at the principal office of the PHA during normal business hours.
22. The PHA certifies that it is in compliance with all applicable Federal statutory and regulatory requirements.

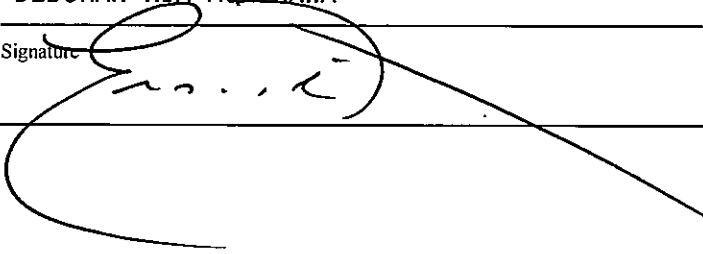
City and County of Honolulu
PHA Name

HI003
PHA Number/HA Code

X 5-Year PHA Plan for Fiscal Years 2010 - 2014

X Annual PHA Plan for Fiscal Years 2010 - 2011

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Authorized Official	Title
DEBORAH KIM MORIKAWA	Director, Department of Community Services
Signature	Date
	4/24/14